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DATA CENTER RACK SPACE

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DET Data Center racks are available to State agencies and other government entities to physically house their server(s) and other equipment at the Salt Lake and Richfield data center facilities (co-located hosting). DET provides secure facilities, growth capacity, WAN connectivity, redundant power, and basic monitoring services for State Agencies. Monitoring and WAN connectivity for Non-State entities are addressed on a case by case study.

Any one requiring physical access to the State data centers must undergo a security background investigation. The cost of the investigation will be charged back to the customer. It is preferable for customers to manage their equipment remotely.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Secure Physical Facility	In the State Office Building, there are three card-accessed secure doors to enter the co-located area. In the Richfield Data Center there are two secured doors.
Environmentally Controlled Location	CRAC (computer room air conditioners) units maintain the humidity and temperature controls at an ideal level environment for server hardware.
Uninterruptible Power Supply	UPS and diesel generators ensure uninterrupted power. There are two generators in Salt Lake and one in Richfield. UPS and generators in Salt Lake are fully redundant.
Fire Prevention	The Salt Lake Data Center is configured with a Halon fire suppression system throughout the entire facility. The Richfield Data Center uses a dry-pipe re-action fire suppression system.
Access to Network	A professional network designed and engineered to maintain enhanced reliability and availability. The Network Operations Center manages network equipment, monitors performance, manages outages, and assists customers.
Security	Provides basic network security via firewall services, intrusion monitoring and management, and access control lists.

IP Addresses	Managed IP service including address blocks, subnets, VLANs, and public/private IP addresses.
Internet Access	There is high availability using the State's redundant backbone. The DET DNS service includes primary and backup DNS servers to resolve name and addresses for Internet traffic
Monitoring	DET monitors State Agency server in the State data centers for network connectivity (pipe), continuous power to the server, and server response to ping. Application-level monitoring is available upon request of a quote. For Non-State entities are addressed on a case by case study.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Administration Services	A non-State customer is responsible for hardware and software administration functions.
Backup and Restore Services	DET owns and maintains a backup and restore environment in the Salt Lake City and Richfield data centers. After the initial full backup, incremental backups are performed nightly. See the product description relating to this service for additional information.
Disk Storage	DET maintains Storage Area Network (SAN) storage availability in both the Salt Lake and Richfield data centers. See the Open System Storage product descriptions for more information. Servers require Host Bus Adapters (HBAs) to attach to the SAN. Check with DET for HBA compatibility
WAN	There is a separate product and charge for using the State's WAN. The charge is per device connected to the WAN.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Monthly Charges	Per Rack Unit charge Full Rack Wide Area Network Connection (includes Security)	$13.55 $420.00 $56.00
One-time Charges	Setup Fee Security Investigation (per person)	Per quotation $14.00
Optional Services	DTS Consulting Charge (as needed) Server Administration (required for all State agencies)	$95.00/hour $335/month/server

ORDERING AND PROVISIONING

Order forms are available on the **dts.utah.gov** web site. Select **Services**, then **On Line forms**, then **Hosting**, and finally, Data Center Work Order form.   You can down load the Work Order form and email the completed document to DET_DataCtrWorkOrders@utah.gov. If you would like assistance, please contract your Customer Relationship Manager (CRM).

DTS/DET RESPONSIBILITIES

DET provides the rack space required per the specifications for your equipment.

DET installs cabling to the racks for power and WAN connectivity. Non-State entities DET will assist or oversee the install on a case by case basis.

DET will provide a maximum of two (2) power connections to each rack connected to separate PDUs (power distribution units). Power requirements beyond these two (2) power connections will be installed and billed to the customer.

DET will provide power strips to racks for State Agencies only.

DET monitoring services for State Agencies include pipe, power, and ping. This provides the ability to inform you if a problem develops.

CUSTOMER RESPONSIBILITIES

Customer provides the server specifications and the amount of rack space needed in rack units

Cabling Non-State Customer: Customers may run cables within their own racks, but it must be done in compliance with data center standards. The use of Velcro cable ties is recommended. Cabling that runs under the floor must be approved and installed by, or in conjunction with DET. DET technicians will install on a time and material basis as requested.

Cabling For State Customers: All cabling will be performed by DET Operations or in conjunction with the customer.

No power strips may be installed under the floor. All customer-provided equipment to be located in a DET data center must be approved by DET operations personnel.

Customer provides DET with the names of those individuals requiring access to the server.

Customer will provide DET with information about individuals who need to be removed from access to the State data center due to termination or other issues that would not permit them to pass a back ground check.

Customer enters a DET Help Desk ticket when a problem with service is encountered.

Customer is responsible for the cost of all hardware and software installed in the rack space provided.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set

forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at http://dts.utah.gov/servicedesk/index.html. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied